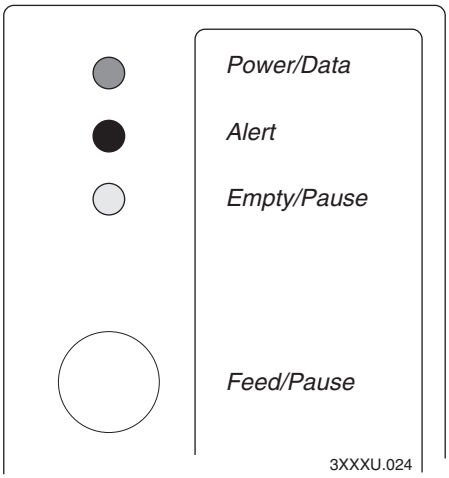
Learning How to Operate the Printer

To operate the printer, you need to understand:

- how light emitting diodes (LEDs) help you monitor the status of the printer and the various tasks the Feed/Pause button performs.
- how to load roll media, thermal transfer ribbon, and the procedure for using the self-strip option.
- how to optimize print quality and print speed.
- the different methods for transferring information from the host to the printer and from the printer to the host.

Understanding the Front Panel

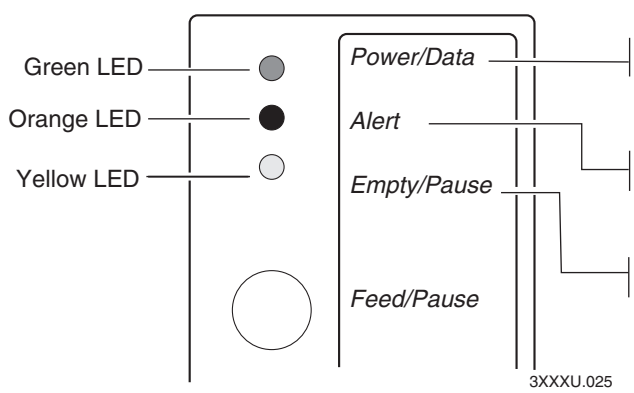
Use this section to understand the function of the front panel LEDs and the Feed/Pause button.



Front panel: *This illustration shows the front panel LEDs and the Feed/Pause button.*

Understanding the Front Panel LEDs

You can use the front panel LEDs to monitor the status of the printer and troubleshoot the printer.



LED	State	Indication
Power/Data	Off	Power off
	On	Power on
	Flashing	Receiving data
Alert	Off	Printing or idle
	Flashing	Over-temperature
	On	System fault
Empty/Pause	Off	Printing or idle
	Flashing	Paused
	On	Media fault

LED states: *This illustration shows what each LED state indicates.*

3600 **Note:** The green LED on the 3600 printer front panel reads Power. It does not flash to indicate receiving data.

LED States for Problems

Problem	LED State
Over-Temperature	If the printer overheats, the Alert flashes and the printer stops. Do not try to troubleshoot or adjust the printer—just allow the printer enough time to cool down and it will resume operation on its own.
Media or System Faults	If the Empty/Pause or the Alert LED remains on, your printer is experiencing a media or system fault. For help, see Chapter 4, "Troubleshooting."

Using the Feed/Pause Button

The Feed/Pause button, located on the front of the printer, performs several functions depending on the mode of the printer.

Feed/Pause Button Functions

Printer Mode	You Want To	What to Do
Idle	Feed out one label or a minimum specified amount of media.	Press and release the Feed/Pause button.
	Continuously feed media.	Press and hold the Feed/Pause button. When you release the button, the media stops feeding.
	Take the printer offline.	Press the Feed/Pause button twice. Press the button again to bring the printer online.
Printing	Pause the printer.	Press and release the Feed/Pause button. Press and release the button again to resume printing.
	Cancel the current print job.	Press and hold the Feed/Pause button until the printer stops printing.

Feed/Pause Button Functions (continued)

Printer Mode	You Want To	What to Do
Turned on for the first time	Print the hardware configuration label.	Press and hold the Feed/Pause button. See "Printing the Hardware Configuration Test Label" on page 7 for more information.

Loading Media Into the Printer

You can load media into the printer in three different ways:

- Straight-through printing with roll media
- Self-strip printing with roll media
- Fanfold printing (See "Loading Media for Fanfold Printing" on page 5.)

You can load media with the printer power turned on or off. The following procedures for loading media assume that you have turned the printer on

Loading Roll Media for Straight-Through Printing

In straight-through printing, you load a roll of media on the supply roll post and feed it straight through the printer mechanism and out the front of the printer. As the printer completes the printing of individual labels, you can remove them from the roll by pulling them down across the tear bar.

Note: You should find a small label with a three-digit sensitivity number printed on it attached to your roll of media or a 15-digit number stamped on the side of the media roll. Save this information. You will need it to set the correct media sensitivity number. For help, see "Setting the Media Sensitivity Number" on page 25.

The next instructions cover how to load media for straight-through print mode using a roll of direct thermal or thermal transfer label media. The default setting for the printer is direct thermal mode; use PrintSet to change the printer to thermal transfer mode.

To load the media

1. Raise the printhead by rotating the head lift lever clockwise until the printhead disengages.
2. Turn the supply roll retainer counterclockwise to release it and then slide it to the outer end of the supply roll post.

If you are replacing the empty media roll with a new roll of the same width, you do not need to adjust the edge guide or the supply roll retainer.

3 Place the media roll on the supply roll post and position it firmly against the printer.

If you are using a narrow roll of media, less than 7.62 centimeters (3 inches), insert the media support between the roll of media and the supply roll retainer before securing it.

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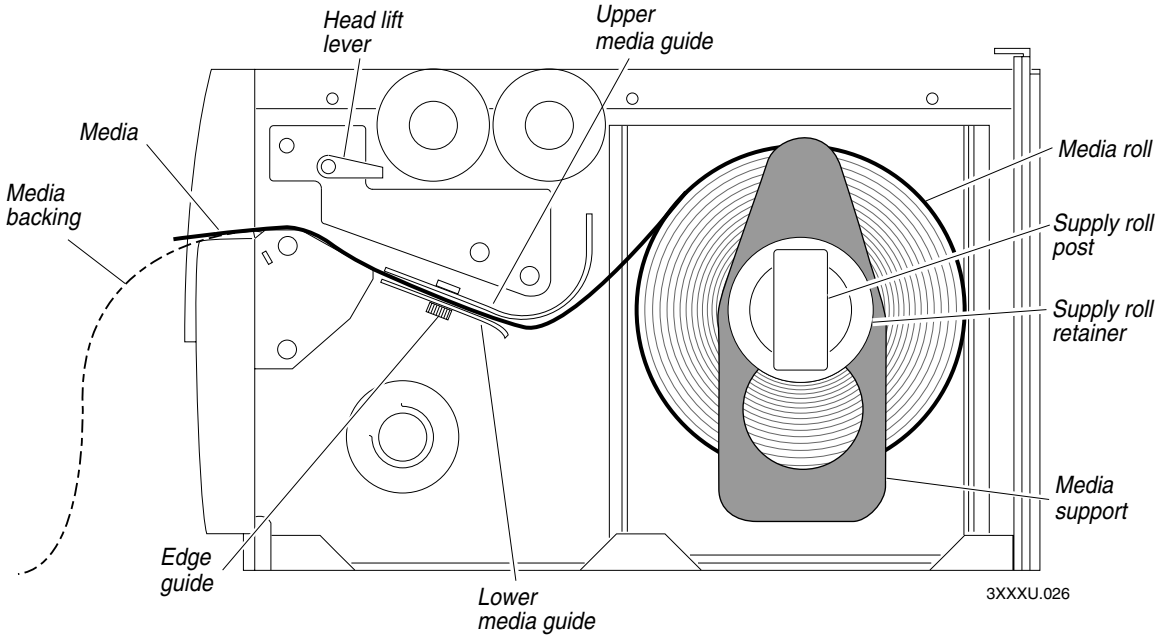
Note: The 3600 printer does not require the use of the media support.



4 Slide the supply roll retainer up to the edge of the media roll and turn the supply roll retainer clockwise to secure.

5 Pull down on the lower media guide to allow easy access to the media path. Make sure that the edge guide slides all the way to the outer edge of the lower media guide.

6 Insert the label stock through the printer mechanism as shown. Make sure the label passes between the upper and lower media guides. The front edge of the media should pass over the tear bar and out the front of the printer.

7 Release the lower media guide and adjust the edge guide to position the media firmly against the inside wall of the printer.

If you are using thermal transfer media, refer to "Loading Thermal Transfer Ribbon" on page 22 before you finish performing this procedure.

8 Lower the printhead by rotating the head lift lever counterclockwise until it locks.

9 Use PrintSet, your third-party software, or the IPL command set to configure the printer for the kind of media you are using (continuous or mark label). Refer to the PrintSet online help, your third-party documentation, or the *IPL Programming Reference Manual* (P/N 066396) for help.

10 Press Feed/Pause to advance several inches of media through the printer and out the label opening in the front cover. Your printer is now ready to print labels.

Note: Refer to the label located on the inside of the media cover for directions on loading media. For your convenience, you may want to refer to it when loading media in the future.

Loading Media for Self-Strip Printing

Use self-strip printing in applications where you want to apply labels to a surface immediately. After printing a label, the printer prints out the label with the backing removed. The rewinder hub collects the backing after it passes over the self-strip assist roller. The rewinder hub can hold the backing from an entire roll of media.

3400 For the 3400C printer, self-strip printing is an option that you order with your printer. Self-strip printing is standard on the 3400B.

Note: You should find a small label with a three-digit sensitivity number printed on it attached to your roll of media or a 15-digit number stamped on the side of the media roll. Save this information. You will need it to set the correct media sensitivity number. For help, see "Setting the Media Sensitivity Number" on page 25.

To load self-strip media

1 Raise the printhead by rotating the head lift lever clockwise until the printhead disengages.

2 Turn the supply roll retainer counterclockwise to release it and slide it to the outer end of the supply roll post. Turn it clockwise to lock it in place.

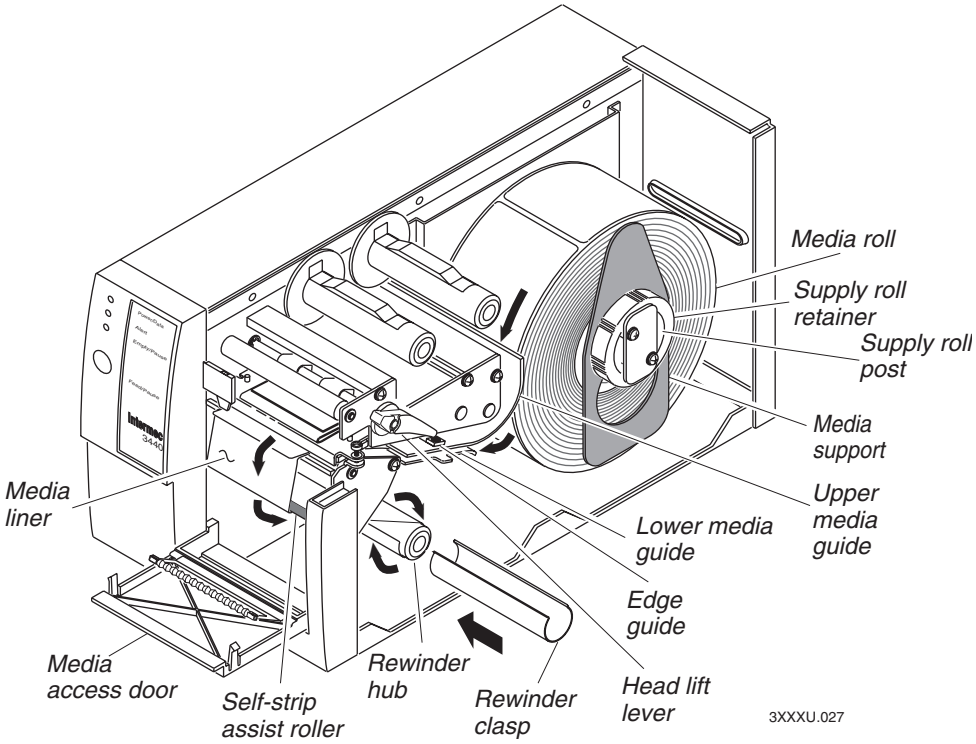
3 Place the media roll on the supply roll post and position it firmly against the inside wall of the printer.

4 Turn the supply roll retainer counterclockwise and slide it up to the edge of the media roll. Turn the supply roll retainer clockwise to secure.

If you are using a narrow roll of media, less than 7.62 centimeters (3 inches), insert the media support between the roll of media and the supply roll retainer before securing it.

3600

Note: The 3600 printer does not require the use of the media support.



5 Unscrew the edge guide and slide it to the outer edge of the lower media guide. Screw it in place.

If you are replacing the empty media roll with a new roll of the same width, you do not need to adjust the edge guide.

6 Pull down on the lower media guide to allow easy access to the media path.

7 Unroll several inches of media, insert it between the upper media guide and the lower media guide, and out the front of the printer.

8 Release the lower media guide and adjust the edge guide to position the media firmly against the inside wall of the printer.

9 Pull out 25.4 to 30.48 centimeters (10 to 12 inches) of media and remove the exposed labels from the media liner.

10 Open the media access door and thread the media liner under the self-strip assist roller and over the rewinder hub in a clockwise direction.

11 Remove the clasp from the rewinder hub and wind approximately 5.08 centimeters (2 inches) of media liner clockwise over the rewinder hub.

12 Secure the media to the rewinder hub by snapping the rewinder clasp onto the rewinder hub. Turn the rewinder hub clockwise to remove all slack from the media liner between the tear bar and the rewinder hub.

13 Close the media access door.

14 Rotate the head lift lever counterclockwise until it locks.

15 Use PrintSet, your third-party software, or the IPL command set to enable self-strip and the label taken sensor. Refer to the PrintSet online help, your third-party documentation, or the *IPL Programming Reference Manual* (P/N 066396) for help.

16 Press the Feed/Pause button to advance a label through the printer. Grasp the leading edge of the label where it has separated from the backing and pull it away from the printer.

17 Replace the printer cover. The printer is now ready to print labels.

Loading Thermal Transfer Ribbon

If you plan to use thermal transfer mode, you must install a thermal transfer ribbon (TTR) to print in thermal transfer mode.

Note: Save the packaging that your ribbon came in. Attached to the ribbon packaging is a small label with a three-digit sensitivity number printed on it. You need this information to set the correct media sensitivity number. Refer to the next section, "Setting the Media Sensitivity Number," for more information.

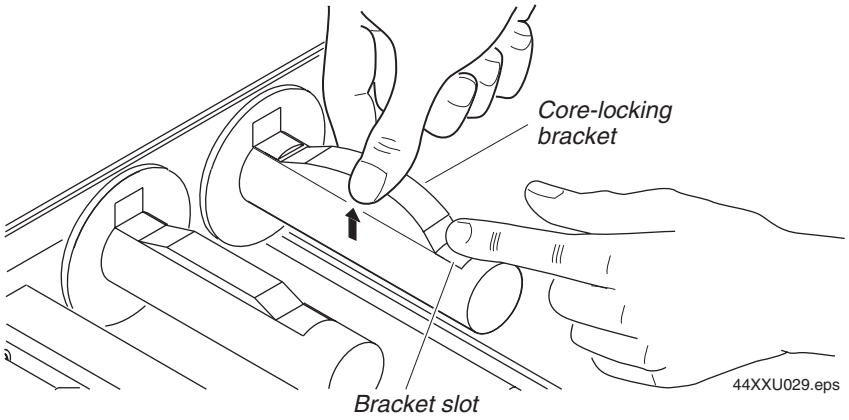
3400

If you have a 3400 printer, the core of your thermal transfer ribbon is either made of cardboard or plastic. You need to use the correct core-locking brackets for your ribbon core. The printer ships from the factory with the cardboard core-locking brackets already attached. However, the plastic core-locking brackets are included in the shipping contents.

Note: If you do not use the correct core-locking brackets, you may experience printing problems or possible damage to the printer.

To change the cardboard core-locking brackets to plastic core-locking brackets

1 Pull up on the middle of the cardboard core-locking bracket (P/N 065375), while pushing down on one end with your index finger, until the end of the bracket is free of the ribbon hub.



2 Remove the other end of the bracket from the ribbon hub.

3 Slide one end of the plastic core-locking bracket (P/N 066792) into a bracket slot on the ribbon hub.

4 Lift up on the middle of the bracket and use your index finger to slide the other end of the bracket into the remaining bracket slot on the ribbon hub.

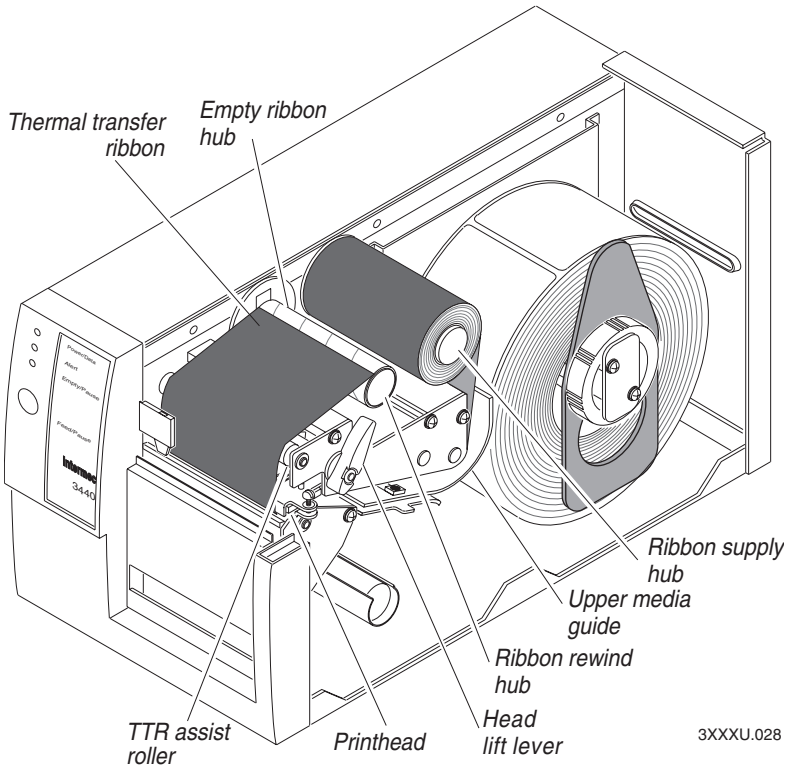
To load thermal transfer ribbon

1 Raise the printhead by rotating the head lift lever clockwise until the printhead disengages.

2 Place the empty ribbon core that came with the printer onto the ribbon rewind hub.

3 Detach the leader from the new thermal transfer ribbon roll and unwind the end of the ribbon approximately 20.32 centimeters (8 inches). The edge of the ribbon has a leader (with an adhesive strip on the leader edge) for guiding the ribbon through the printhead mechanism.

4 Slide the roll of thermal transfer ribbon onto the ribbon supply hub with the ribbon roll winding clockwise.



5 Route the ribbon leader through the printer mechanism as shown in the above illustration.

   Make sure the ribbon runs above the upper media guide. The shiny side of the ribbon must come in contact with the printhead.

6 Attach the leader from the new thermal transfer ribbon roll to the empty ribbon core using the adhesive strip on the leader edge.

7 Wind the ribbon rewind hub clockwise until the ribbon runs smoothly through the printhead mechanism and the leader moves past the printhead.

8 Rotate the head lift lever counterclockwise until it locks.

9 Enable thermal transfer printing by setting DIP switch 8 on the bottom bank of switches to the on position. For help, see "Configuring the Serial Port for Communications" on page 11.

10 Press the Feed/Pause button to advance the ribbon through the printer.

11 Close the printer. The printer is now ready to print.

Note: When replacing the thermal transfer ribbon roll in the future, use the empty ribbon supply core as the new rewinder core.

Cleaning the Printhead

In order for the printhead to provide good print quality, it must maintain close contact with the media. Therefore, cleaning media debris from the printhead is very important. Clean after every roll, or 152 meters (6,000 inches), of media or when necessary. There are two ways to clean the printhead:

- Use the cleaning card.
- Use a cotton swab and isopropyl alcohol.

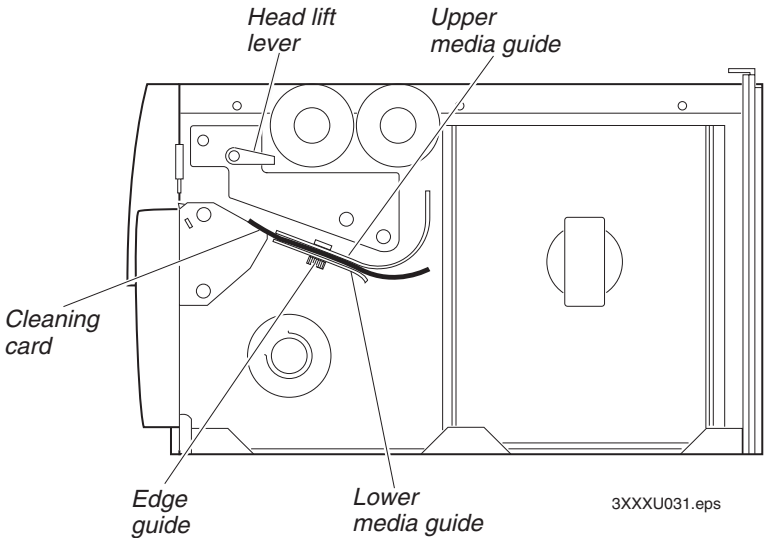
Caution

Do not use sharp objects such as knives or screwdrivers to scrape the printhead clean. Cleaning with sharp objects will damage the printhead. Clean with only a cotton swab, or a clean, lint-free cloth or tissue damp with isopropyl alcohol.

Attention: N'utilisez pas d'objets pointus tels que couteaux ou tournevis pour nettoyer la tête d'imprimante. Nettoyer avec des objets pointus endommagera la tête d'imprimante. Nettoyez-la seulement avec de la ouate ou avec un linge propre et libre de peluches, humecté avec de l'alcool d'isopropyl.

To clean the printhead using the cleaning card

1. Turn off the printer and remove the power cord.
2. Remove the media cover.
3. Disengage the printhead by rotating the head lift lever clockwise until the printhead releases. This raises the printhead so that you can clean it.
4. Remove the media and ribbon.
5. Open pouch and remove cleaning card.
6. Insert cleaning card into the printer following the media path.



7 Engage the printhead by rotating the head lift lever counterclockwise until it locks in place.

8 Use one hand to hold the printer and use the other hand to pull the cleaning card forward until you have pulled the entire card through the media path.

9 Repeat Steps 6 through 8.

10 Dispose of the cleaning card properly.

11 If you are finished cleaning, replace the media cover.

To clean the printhead using a cotton swab and isopropyl alcohol

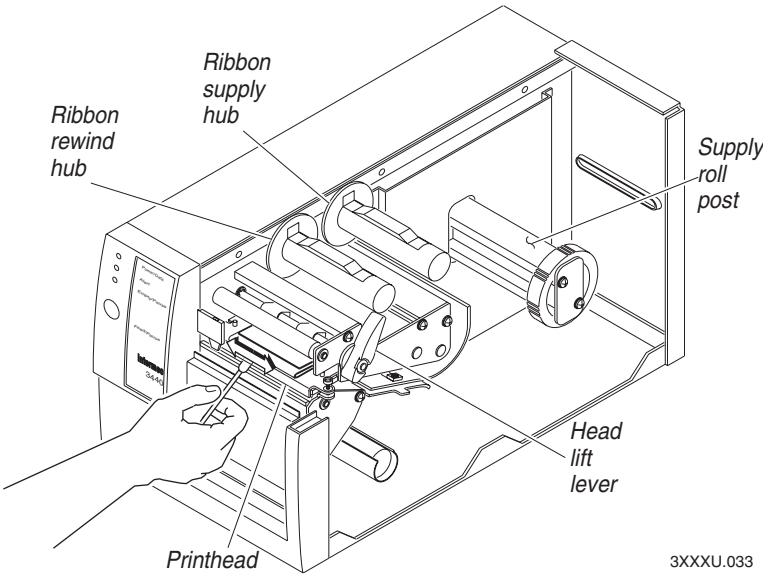
1 Turn the On/Off switch to the off position and remove the power cord.

2 Remove the media cover.

3 Rotate the head lift lever clockwise until the printhead releases. Rotating the head lift lever raises the printhead to allow for cleaning.

4 Remove the media and ribbon (if necessary).

5 Use a cotton swab moistened with alcohol to remove any dirt, adhesive, or debris from the print surface on the bottom of the printhead.



6 Wait 5 to 10 seconds for the print surface to dry. Replace the media and ribbon.

7 Engage the printhead by rotating the head lift lever counterclockwise until it locks in place.

8 If you are finished cleaning, replace the media cover.

Cleaning the Printer Covers

Use a general purpose cleaner (soapy water/mild detergent) to clean the printer covers. Do not use abrasive cleansers or solvents. Be sure to clean the transparent panel on the media cover so that the media supply inside the printer is visible when you close the cover.

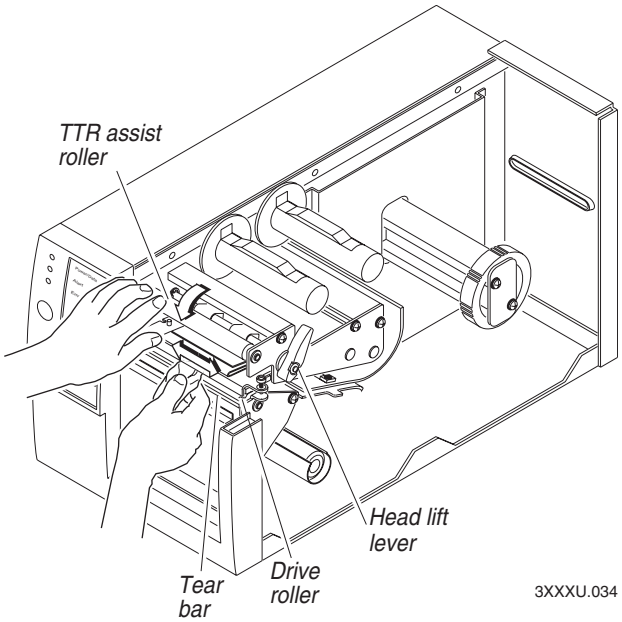
Cleaning the Drive Roller and Tear Bar

Cleaning the drive roller and tear bar preserves print quality by maintaining close contact between the media and the printhead.

To clean the drive roller and tear bar

1. Turn the On/Off switch to the off position and remove the power cord.
2. Remove the media cover.
3. Rotate the head lift lever clockwise to release the printhead.
4. Remove the media and ribbon (if necessary).
5. Clean the drive roller by using a cloth dampened with isopropyl alcohol. Move the cloth over the drive roller in a side-to-side motion as shown. Make sure to rotate the roller so that you can clean all areas.

Note: Rotating the TTR assist roller toward you enables you to clean the entire drive roller surface.



6. Clean both sides of the tear bar with a cloth dampened with isopropyl alcohol. Remove all traces of dust, paper, and adhesive.
7. Replace the media and ribbon.

8 Engage the printhead by turning the head lift lever counterclockwise until the printhead locks.

9 If you are finished cleaning, replace the media cover.

Cleaning the Media Guides and Media Path

You should clean the media guides and media path regularly to keep debris off the media surface and printhead where irregularities can spoil print quality or damage the printhead. Cleaning the guides also prevents the media from skewing or improperly tracking as it travels through the paper path which can result in smeared images and print off the side of the label. Always clean the media guides immediately after a label jam in the printer.

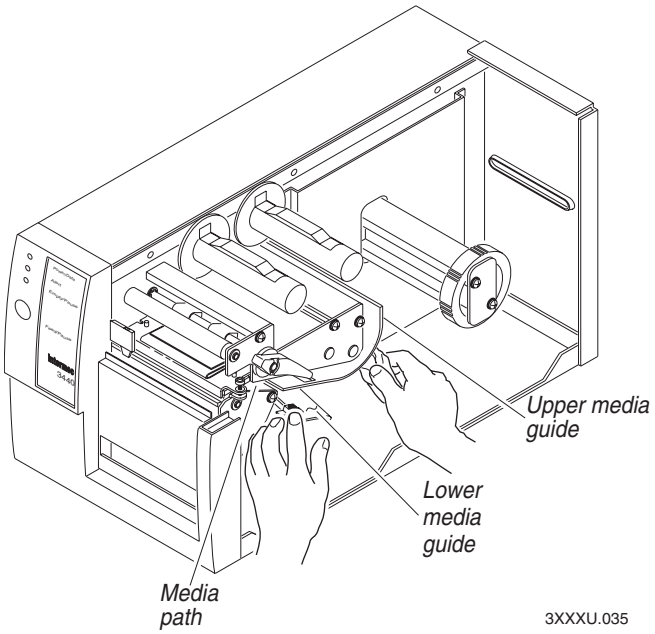
To clean the media guides and media path

1 Turn the On/Off switch to the off position and remove the power cord.

2 Remove the media cover.

3 Remove the media and ribbon (if necessary).

4 Pull down on the lower media guide to open up the media path.



5 Use the cloth moistened with isopropyl alcohol to clean the upper and lower media guides. Be sure to remove all traces of debris. Release the lower media guide.

6 Remove all traces of dust, paper, and adhesive from the media path with a soft bristle brush or vacuum.

7 Replace the media and ribbon.

8 If you are finished cleaning, replace the media cover.

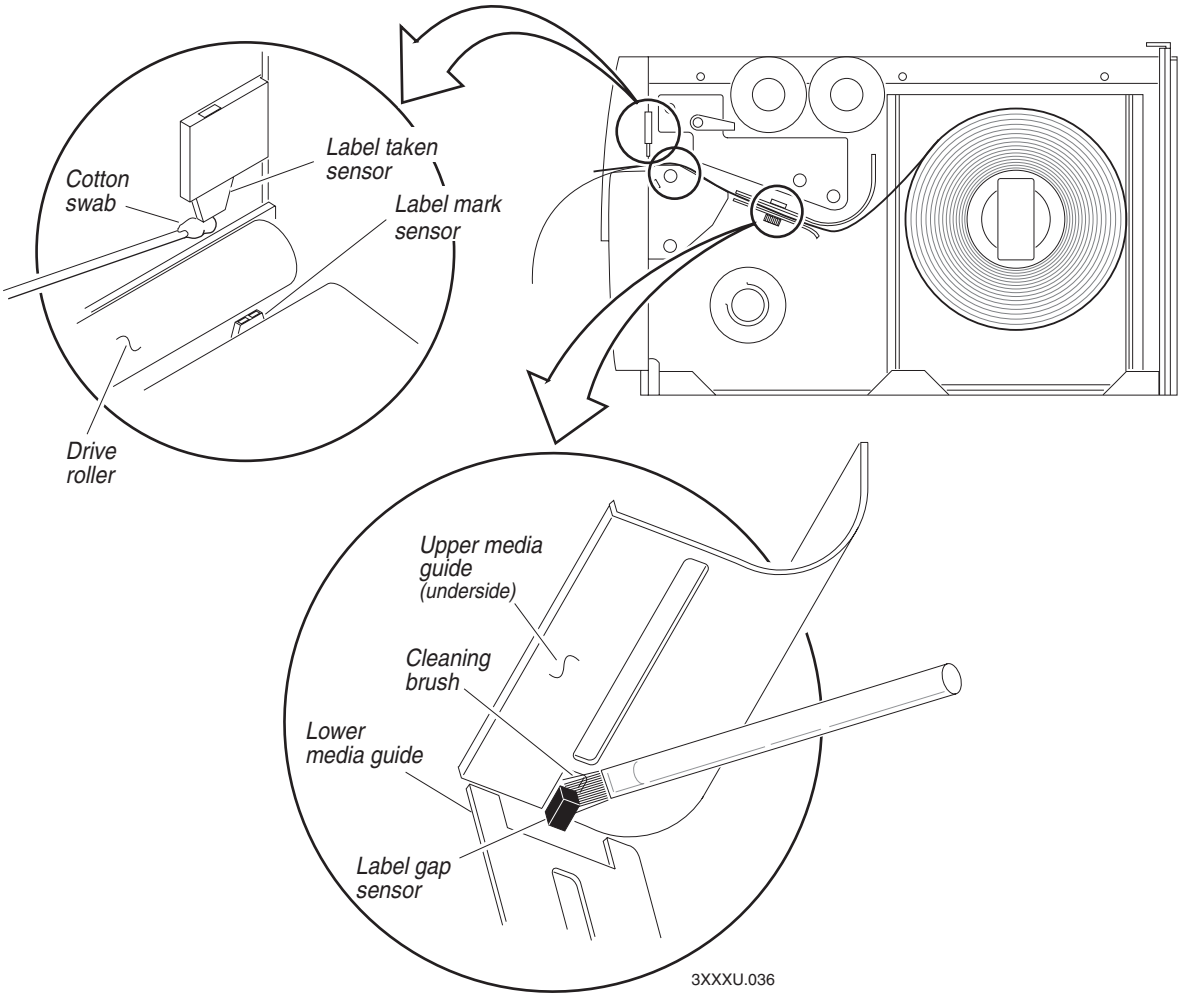
Cleaning the Label Sensors

Three label sensors on the printer require regular cleaning:

- Label taken sensor
- Label mark sensor
- Label gap sensor

To clean the label sensors

1. Turn the On/Off switch to the off position and remove the power cord.
2. Remove the media cover.
3. Rotate the head lift lever clockwise to release the printhead. Rotating the head lift lever raises the printhead to allow access to the label mark sensor.
4. Remove the media and ribbon (if necessary).
5. Clean the label taken sensor with a cotton swab moistened with isopropyl alcohol.



6 Pull down on the lower media guide to expose the label gap sensor. Using a cleaning brush or vacuum, remove all debris and dust from the label gap sensor.

7 Clean the label gap sensor with a cotton swab and alcohol.

8 Replace the media and ribbon.

9 Engage the printhead by rotating the head lift lever counterclockwise until it locks in place.

10 Replace the media cover.